

FCC Consumer Advisory

New "Single Bill" Fees on Phone Bills

If you are billed for both local and long distance service on one phone bill, you may soon be charged a fee by your long distance provider for this convenience.

Many long distance companies are now adding a "single bill fee" to the phone bills of customers who are billed for long distance service through their local telephone companies.

The fee is not mandated by the Federal Communications Commission (FCC). It is not an FCC charge.

While some long distance companies are notifying consumers before they add this fee, some are not. Therefore, consumers should read their bills carefully each month to see if there are new charges.

Consumers who do not want to incur this charge should notify their long distance companies and tell them that they wish to be billed separately for long distance service. Then the fee will not apply. Depending on the company, consumers may have the option of paying their long distance phone bills online or having the company bill their credit cards. Consumers may also have the option of directly debiting their bank accounts.

Remember:

Read your bills and any correspondence you get from your long distance and local phone companies carefully.

If you do not want to be charged this fee, call your long distance carrier and ask to be billed separately for long distance service. Communicate any concerns directly to your long distance company.

Shop around for the telephone services and companies that best suit your needs.

###

For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number below, or send an e-mail to FCC504@fcc.gov.

To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, click on www.fcc.gov/cgb/emailservlet.html.

This document is for consumer education purposes only and is not intended to affect any proceeding or cases involving this subject matter or related issues.

010624

